7.0   PROBLEM SUPPORT

GCCS will use an automated trouble ticketing system available to all users but centrally administered by the GMC-HelpDesk. Any user can report a problem, but should first coordinate with the GCCS Site Coordinator. The target system for the trouble ticket is the Action Request System (ARS) by the Remedy Corporation. ARS is a highly flexible system designed for an open systems environment and can be used for trouble reporting across the entire GCCS system. The trouble ticketing system application will be unclassified. However, the actual trouble tickets may become classified if they describe events that are deemed classified under GCCS security classification guidance. All initial trouble tickets will be considered classified system-high Secret until they can be reviewed by GMC technicians.

ARS can support a multitude of databases for storing trouble tickets, one of which is Oracle. Two Oracle-based Remedy ARS databases will be installed on GCCS. One will be at the GMCs-Pentagon using the NMCC database server and the other at the GMC-Site using the ANMCC database server.

Many locations can interact with the Remedy ARS but the GMC-HelpDesk will be the focal point for coordinating all trouble tickets. The GMC-HelpDesk will assign priorities, ensure the tickets are passed to the proper organization for correction, and assign security classifications. GCCS end users will be able to generate trouble tickets from their GCCS workstation. They can also query the trouble ticketing system to see if the current problem has occurred within GCCS before they submit a ticket. In addition, users can view the status of outstanding trouble tickets.

If problems are encountered while operating one of the GCCS applications, users should refer to the user manual of the application for more details and for trouble shooting information and tips. If that does not help resolve the problems, contact the GCCS Site Coordinator for assistance. If the problem cannot be resolved locally, the GCCS Site Coordinator will submit a GCCS Software Problem Report (GSPR)[1] to the GMC-HelpDesk at (703) 735-8681 to report the problem and initiate further analysis and action to resolve it. An information copy should be provided to the DISA Chief, CM Point of Contact (POC) at (703) 735-8764. At a minimum, the initial GSPR should include the following information as set forth in the CM policy:

        Originator Name:
        Organization:
        Phone #:
        Fax #:
        E-Mail Address:
        Severity of Problem:
        Description of Problem:

When a GSPR is received, a GSPR number is assigned and a software engineer investigates the nature of the GSPR and attempts to recreate it. Additional information will be requested from the reporting user as required.

The software engineer recreates the GSPR, validates the priority with the user, and forwards all pertinent documentation to the GCCS Configuration Control Board (CCB) for evaluation, prioritization, scheduling,

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[1]   The GCCS Configuration Management policy guidelines calls for problem reports (PRs). GSPR is the instantiation within DISA for PRs.

and integration of fixes in future releases. If the GSPR priority is sufficiently high, an emergency patch is provided with pertinent release notes regarding the fix. All GSPRs are posted on an electronic bulletin board for user information. The information will describe the specific problem, affected applications, and projected date of fix to software, procedures, and/or documentation.

Suggestions or recommendations for changes to improve a GCCS application should be presented to the site Functional Manager, who will initiate an Engineering Change Proposal (ECP).